

PATIENT LIAISON FACT SHEET

LIVING OVERSEAS BRINGS CHANGES FROM THE COMFORTABLE NORMS OF THE AMERICAN WAY OF LIFE

One such difference that may present a challenge to an American living in Europe is host nation Health care. Although this can be a dissimilar experience to what Americans are used to, it does not have to be one in which you go alone. You do not have to be intimidated if you go to a medical facility on the local economy. You will find that your treatment will be one of professionalism and precision. In fact, in 2000, the World Health Organization ranked European health care higher than the treatment found in the U.S.A. If you have any concerns about the care you are receiving, contact your patient liaison. There are things that can be done to help ease the worry when facing a visit to a host nation treatment center.

The most important thing to remember is that you are not alone. Throughout Europe, patient liaisons assist Americans in their healthcare needs. These customer service experts work directly with patients utilizing local medical facilities, acting as an intermediary between patients and doctors in order to help facilitate the best care possible. From the language barrier, to insurance forms, to providing comfort to the client, patient liaisons make the American patient feel comfortable in their surroundings. The liaisons work with all I.D. card holders (primarily active duty and their family members) and can be contacted 24 hours of the day. If you need emergency care, you must contact the MP desk. If admitted, International SOS (ISOS) **must** be contacted within 24 hours. ISOS can be reached @ 0800 589 1599 (toll free) or Civ: 0044 20 8762 8384. This is especially important to guarantee your medical care is covered and paid by TRICARE. Go to www.tricare-overseas.com for more information.

The liaisons give an extra sense of reassurance that the military treatment facility is not “abandoning” the patient when it is necessary to leave the base for further care.” This reassurance is one that can help facilitate an easy and comfortable visit to a host nation medical provider or facility.

Now what does Stuttgart has to offer....

- Upon arrival to Germany sign up for our famous “Hospital Tour”. This will give you an overview of our facilities in the surrounding area and an insight of what to expect during an expected or unexpected hospitalization.
- Labor & Delivery Tours at Boeblingen Klinik and Robert Bosch Krankenhaus.
- Assists with requesting the Birth Certificate for your newborn. (DEERS/Tricare Registration required)
- Conducts daily visits during business hours, Monday-Friday, to our TRICARE beneficiaries, primarily AD5M & AD5M hospitalized at various facilities.
- Translates questions about treatment, follow-up care, transfers to another hospital and discharge protocol.
- Privacy: Host nation privacy standards may differ from ours, i.e. chaperone, privacy screens not available
- TRICARE covers semi-private rooms & Chief Doctors.
- Medical attendance for children under the age of 6yrs. Varies amongst local hospitals!
- Utilize Public Transportation; finding parking can be experience.
- **Emergency Care: A medical emergency is one in which life; limb or eyesight may be in immediate danger.**
 - Go to the nearest medical facility and call the MP desk at DSN: 116, Civ: 0711-680-5262.
 - o To reduce anxiety during an emergency situation, log in the address of the hospitals near you into your GPS.
 - Unsure if it is an emergency call the “Nurse Advice Line” at Land line: 0800-825-1600 or Cell: 00800-4759-2330.
 - For routine care your “Primary Care Manager” will decide if you have to be referred off post for care.
- **Upfront payment:** Host nation facilities are now asking for upfront payments from “Retirees and DODs”. Please be prepared to either pay in cash or leave your credit card information.
- **Release of medical information and documentation:** Per ERMJ JAG, unless a signed DD Form 2870 (Authorization for disclosure of medical and dental information) is on file NO information will be released! This applies to emergencies as well.

“The most important thing is open communication”. Talk with your doctor about your needs and concerns.

This means you must be really open. Specify what prescriptions you are currently using so that the medical team is aware of what they can and cannot give you. Communication is the key while in the care of host nation physicians. If you do not ask questions, the doctor may not explain everything. If you have questions, write them down to ask your physician during rounds. Another very important issue is to learn the location of your local clinics and hospitals. Try to find one not only in proximity to where you live but in the general area so that you will know where to go in the event of an emergency.

Make your stay a pleasant one by following the rules and keeping our MTF and Patient Liaisons in the loop of your medical experience in Europe.